



## Response to Questions

### Software and Optional Professional Services for Information Technology Service Management (ITSM) #1058

1. **QUESTION:** Do you accept only public sector references or other types of references are acceptable too?  
**ANSWER:** References outside the public sector are acceptable but public sector references will score higher in the "Public sector experience and references" evaluation criteria.
2. **QUESTION:** We are headquartered in xxxxxxxx, although our development team is located in Europe. Is it okay for you if the development is done remotely?  
**ANSWER:** Remote development is acceptable. Note that SaaS or hosted solutions originating from outside the United States will require additional controls. These controls will be discussed with responders who progress to software demonstrations status.
3. **QUESTION:** Do you need to migrate tickets from legacy systems in the scope of this project?  
**ANSWER:** No.
4. **QUESTION:** Do you have a system administrator responsible for Active Directory onsite?  
**ANSWER:** Yes.
5. **QUESTION:** Do we understand it right: citizens of St. Charles are not going to use the platform, only employees of the City's IS will?  
**ANSWER:** Citizens will not use the ITSM solution, however, employees from all City departments will use the solution to submit incidents and requests.
6. **QUESTION:** Do monitoring systems that you want to integrate have API (like REST API, etc.)?  
**ANSWER:** Yes, REST API.
7. **QUESTION:** What monitoring systems do you want to integrate with the solution to trigger the creation of incidents?  
**ANSWER:** Yes, Solar Winds.
8. **QUESTION:** Page 10 - 1.10 Delivery, licensing and software support – Paragraph 1 - What integrations other than AD or ADFS are required for the initial phases e.g. CMDB integration to Microsoft SCCM, event network monitoring to Solar Winds etc?  
**ANSWER:** The initial phase will require integration with Active Directory for authentication and Solar Winds for event network monitoring. We also expect that emails sent to specific address(es) will be automatically recognized and routed to the ITSM software in order to create tickets. Other integrations mentioned in the RFP can be implemented after initial deployment, however, in your response you must describe your strategy for completion of all integrations.
9. **QUESTION:** Page 11 - 2.1 City Information Systems Staff Organization – Paragraph 1 - How many agents require access to the system i.e. Working on tickets, assigning tickets etc? Could you confirm this is 10 across four functional departments?  
**ANSWER:** See answer to question 76.
10. **QUESTION:** How large is your IT department?  
**ANSWER:** Please refer to the RFP
11. **QUESTION:** How many people work on the help desk?  
**ANSWER:** All Information System department agents currently handle incidents and requests. However, two of these agents are designated to what the City refers to as the "help desk".
12. **QUESTION:** How many assets are you looking to manage in the solution?  
**ANSWER:** Somewhere around 1,000
  - a. For how many endpoints (desktops, laptops, servers) do you want to discover and monitor software compliance? Please provide breakdown by OS (e.g. Windows, Mac, Chrome, etc.)  
**ANSWER:** 275 desktops, 60 laptops, 100 servers.



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13. **QUESTION:** What tool(s) (if any) is/are being used to fulfill the functionalities being requested?

**ANSWER:** Please refer to the RFP

14. **QUESTION:** Is there a prevailing event/initiative/etc. that triggered the creation and release of this solicitation?

**ANSWER:** Please refer to the RFP

15. **QUESTION:** What ITSM processes does the City currently have processes for?

- a. Incident Management
- b. Change Management
- c. Problem Management
- d. Knowledge Management
- e. CMDB

**ANSWER:** Please refer to the RFP

16. **QUESTION:** If there is a particular process that the City currently does not have established/documented, is the design of that process part of the scope of this project?

**ANSWER:** Please refer to the RFP

17. **QUESTION:** Does the City currently have a service catalog?

**ANSWER:** Please refer to the RFP

18. **QUESTION:** How many Change workflows does the City of St. Charles currently have (Standard, Normal, Emergency)?

- a. Do the different change types all have unique approval workflows?
- b. Do you hold a weekly CAB meeting, if not do you plan to with this project implementation?

**ANSWER:** The City currently has no automated Change management workflows.

19. **QUESTION:** Are there any key workflows you would be looking to automate? (For example, Onboarding)

**ANSWER:** Please refer to the RFP

20. **QUESTION:** Does the City have a process for Knowledge Management right now? If so, where? (OneNote, some other tool)

**ANSWER:** Knowledge artifacts are created with various Office tools and stored on the City's network in various shared drives. The intent of this project is to standardize to the ITSM tool across the IS department.

21. **QUESTION:** Does the City currently have a Self-Service Portal? If yes, what challenges do you have with it? Any functionality you'd be looking to keep?

**ANSWER:** Very limited use of the Spiceworks portal. It is used minimally because of the current customer preference for phone calls.

22. **QUESTION:** Is importing data from the existing systems within the scope of this project?

**ANSWER:** No.

23. **QUESTION:** If so, what type of data (e.g. incidents, knowledge articles, asset information) need to be transferred? How many records are there and what type of format will the data be in?

**ANSWER:** N/A

24. **QUESTION:** What integrations are in scope of this project?

**ANSWER:** Please refer to the RFP.

25. Are integrations to Jira, and SharePoint in scope?

**ANSWER:** No



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26. What Data Quality tool do you currently use that will be integrated with the ITSM solution?

**ANSWER:** See answer to question 50

27. What applications currently hold CMDB CI data that need to be integrated with the ITSM tool?

**ANSWER:** See answer to question 56

28. Does the City of St. Charles use any other event monitoring tools besides SpiceWorks that need to be integrated into the ITSM tool?

**ANSWER:** The City uses SolarWinds for event monitoring. SpiceWorks will be retired upon implementation of the selected ITSM tool.

29. **QUESTION:** Could the City please list the applications, and in what way they are to communicate with the tool?

**ANSWER:** See answer to question 6 and 64

30. **QUESTION:** Could you please provide a use case or user story that is representative of each of the integrations desired?

**ANSWER:** To be supplied to short listed responders. Use cases will come from use case diagrams contained in the RFP.

31. **QUESTION:** Does any existing ticketing data from current tools need to be migrated to the new solution?

**ANSWER:** No.

32. **QUESTION:** For workflow development training, how many workflows are to be reviewed as part of the session?

**ANSWER:** The number of workflows used in training should be based on the responder's plan for adequate training on their workflow tool.

33. **QUESTION:** Will there be multiple business units (such as Facilities or HR) using this for processing tickets? If so, will these need to be broken out? Will they need separate service catalogs? Will they need separate portals?

**ANSWER:** Higher "Potential of ITSM tool for future capabilities" evaluation scores will be received for proposed solutions that provide for a future enterprise service management capability. Initial implementation is focused on ITSM. If/when additional business units are implemented, they will require the ability to define their unique services. The ability to secure agents to specific business units will be required. The use of separate portals is TBD.

34. **QUESTION:** Has a budget for this project been determined?

**ANSWER:** Yes.

a. If so, what is the budget for this project?

**ANSWER:** Confidential

35. **QUESTION:** Does the City have a target Go-Live date for the selected solution?

a. What is driving this target date? (E.g. upcoming renewal of existing solution, budget cycle, etc.)

**ANSWER:** Please refer to the RFP

36. **QUESTION:** Based on its procurement process, could the City please provide the expected of when the vendor would be selected, and when the contract would be formally awarded/executed?

**ANSWER:** Please refer to the RFP

37. **QUESTION:** Pricing: In our solution, we support an active named user license model, that will allow you to deactivate a license for one user and activate the same license for another. With that in mind, we have several different types of licenses based on desired functionality and each type is priced differently. Our discount model is based on overall licensing volume so knowing these estimates will help us provide a more accurate quote. Using the below license type descriptions, can you provide me with a more detailed breakdown of how many of each type will be needed?



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#### License Type Breakdown:

- a. Enterprise License - Full ITSM and PPM capability. Must have an Enterprise License to do the following:
  - o Access to all global reporting application (Analysis) which includes out of the box reports and custom reporting tools. Please keep in mind that Technician licensed users, noted below, have the ability to access and create reports at the application level, not globally across multiple applications.
  - o Global administrative access to maintain system configurations and settings.
  - o Participate in the portfolio planning & project governance approval process
  - o Manage Project Status, charter, resources and budget informationCommon roles include: Executive leadership, Directors of different Service Management groups, System Administrators, Service Managers, Portfolio Planners, Project Managers, and Resource Managers.
- b. Technician License - Technicians can manage every aspect of the ticketing life-cycle with full access to the ticketing and asset applications for both help desk and operational tracking functions. Service desk technicians are focused on managing tickets (service requests, incidents, Problems, and changes) as well as operational work and project work.  
Technicians also have the following project related capabilities: Ability to update task, issue and risk information. This includes tracking time, expenses, and status against Tasks, and Issues. Technicians can also create issues, tasks, task plans as well as upload/download project documentation.
- c. Student Technician (Part time Technician) License - These users have all of the capabilities of the Technician but this license is designed specifically for help desk resources who work less than a full time schedule.
- d. Client License - Ability to submit requests through the client portal service catalog, view request status, approve workflow steps, engage with the knowledge base, view project information, be assigned project work (no update capability just comments), and add/update documents, issues and risks to projects.

**ANSWER:** See answer to question 76

- 38. QUESTION:** Project Management – does the City of St. Charles have need for Project and Portfolio Management included along with their ITSM solution? If so, what elements would the City need? Intake? Scoring and Governance? Project Mgt (Waterfall, Agile or both)? Portfolio Mgt.? Resource and Capacity Management?

**ANSWER:** No

- 39. QUESTION:** Will any other departments (HR, Facilities, etc.) have a need to stand up their own ticketing/request systems on the same platform but run/managed separately? Or will central IS do this for any other groups interested? If these groups will have folks active on the system, are they included in the user counts in question 1 above? If not, please highlight these as well.

**ANSWER:** See answer to question 33.

- 40. QUESTION:** (reference) RFP page number: page 15 of 49; Section heading: 3.7 Project Cost Proposal; Paragraph: 1 With regards to licensing costs, can you please tell us how many of the following licenses you will need? Our solution allows for a combination of both types of licenses.

- a. Service Desk Analyst Named: These licenses will allow your technicians guaranteed login into solution. A license is dedicated to one person. They can be reallocated as needed. This would typically be service desk staff and power users that would need guaranteed access to the system.
- b. Service Desk Analyst Concurrent: These are licenses that are shared among a pool of technicians. We usually recommend starting with a 3 user to 1 license ratio, depending on how heavily the analysts use the system. This would typically be users who are in and out of the system as requests are assigned to them and they log in and out as needed. A license can only be used by one person at a time.
- c. An unlimited pool of Self Service licenses are included and there is no cost for them.



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**ANSWER:** See answer to question 76

41. **QUESTION:** (reference)RFP page number: page 15 of 49; Section heading: 3.7 Project Cost Proposal; Paragraph: 1 Can you please provide a list of the monitoring software/tools we are required to integrate with and a summary of the type of integration we are to include in the cost proposal as part of this RFP?

**ANSWER:** See answer to question 8 and 64.

42. **QUESTION A:** (reference) RFP page number: page 18 of 49; Section heading: 3.13 Proposal Submission Instructions; Paragraph: 1 As this RFP is to be submitted by email, can you please provide us with your email size limit?

**ANSWER:** 25MB

**QUESTION B:** If the proposal documents exceed this limit can you please tell us if we can submit our response by posting the files to an FTP site for download or if you prefer the submission to be separated into multiple emails?

**ANSWER:** If you experience difficulty submitting your response through email, please contact [Procurement@stcharlesil.gov](mailto:Procurement@stcharlesil.gov) for alternative instructions.

43. **QUESTION:** (reference) Cover Page: Given that we are in the process of performing year end activities, is there a possibility of getting a 2 week extension?

**ANSWER:** No

44. **QUESTION:** (reference) page 4 1.1 para 5; Does the city maintain any configuration database that can be either integrated or imported into vendor's own uCMDB solution?

**ANSWER:** The City does not currently maintain a configuration database.

45. **QUESTION:** (reference) page 4 1.1 para 5; What architecture tool, if any, does the City use currently?

**ANSWER:** See answer to question 67.

46. **QUESTION:** (reference) page 5 1.2 About the City In the Table 1.1 Number of Employees; What is the number of ITSM admin?

**ANSWER:** Please see question 76

47. **QUESTION:** (reference) page 6 Table 2.1 under Organization Change Management; How is Organization Change Management handled today? Is Organization Change Management a vendor responsibility and scope for this RFP? If so, what needs to be incorporated in the scope?

**ANSWER:** The City follows the ADKAR change management framework. Organizational change management is a responsibility of the City project team.

48. **QUESTION:** (reference) page 6 1.3 Project Scope Table 2.1 - Deliver the ability to automatically create new Incident tickets from monitoring tools; What are the monitoring tools?

**ANSWER:** See answer to question 8.

49. **QUESTION:** (reference) page 9 1.9 Project Deliverables Under (Optional) Integration, Configuration Management; Database. Does the City have all configuration items identified for its uCMDB? If not, is the City looking for responder to perform discovery of CI?

**ANSWER:** The City does not currently maintain a configuration database. Higher "Proposed integration strategy" evaluation scores will be received for proposed solutions that perform discovery.

50. **QUESTION:** (reference) page 9 1.9 Project Deliverables Under (Optional) Integration; What are the City's Data quality tools/services?

**ANSWER:** The City does not currently use a data quality tool/service. The goal is to have the ability to standardize names, version indicators, etc. Higher "Proposed integration strategy" evaluation scores will be received if the proposed solution provides this ability or integrates with a service to provide this ability.





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51. **QUESTION:** (reference) page 12 2.3 Application Environment Other than Email, which Business Applications listed in Table 3.1; Will the major applications listed in Table 3.1 be integrated with the ITSM solution?  
**ANSWER:** See answer to question 64
52. **QUESTION:** (reference) page 24 5.3 Change Management Use Case Diagram 21) The CMDB will be used by a future Enterprise Architecture tool. What is the Enterprise architecture tool?  
**ANSWER:** See answer to question 67
53. **QUESTION:** (reference) (page 19, 4.2 Proposed Solution, i. Implementation Strategy) In regards to services, does the development need to be done in the US territory or could it be done by an offshore development team?  
**ANSWER:** See answer to question 2.
54. **QUESTION:** (reference) (page 19, 4.3 References, Samples, and Required Attachments – c. Public Sector References) Do the required references need to be from US based companies?  
**ANSWER:** See answer to question 1.
55. **QUESTION:** (reference) Page 9 Section 1.8 You want to ability to manage access rights. Access Management in ITIL is a process to grant and revoke access by automating the approval process. Is this what you are referring to? If Yes the system can be configured to provide this capability. Moreover it has a robust security feature to secure access based on roles. But Identity and Access Management (IAM) is a different solution an no ITSM solution we know of have this built in. Can you please clarify your requirements?  
**ANSWER:** We are looking for the future capability to document all users' access rights for all business applications across the organization.
56. **QUESTION:** (reference) Page 9 Section 1.9 Optional integration with a CMDB. The system has a CMDB, what is your current CSMD and what solution are you using to have it populated? Do you have a discovery tool?  
**ANSWER:** The City does not currently maintain a CMDB. The City sporadically uses SolarWinds and Spiceworks for discovery.
57. **QUESTION:** (reference) Page 10 section 2.1 We are offering a solution which has a concurrent licensing model only. There is a pool of licenses available and any of your IT people can log into the system until all the licenses in the pool have been used. When someone log out, the license becomes available. During peak time, how many people can be log into the system simultaneously? Your 270 users accessing the systems from the self-service portal will not require a license. Nor an IT director consulting reports and dashboards.  
**ANSWER:** See answer to question 76
58. **QUESTION:** Is the number of IT employee, which you have stated to be approximately 10 is likely to be growing or is stable?  
**ANSWER:** See answer to question 76
59. **QUESTION:** (reference) Page 15, 3.6. 2<sup>nd</sup> paragraph Describe in detail what requirements you need for Asset management.  
**ANSWER:** This is a future capability. Requirements will be detailed in the future. The requirement has been included to understand the options your solution offers as support for an ITIL Asset Management practice.
60. **QUESTION:** (reference) Page 15, 3.6 2<sup>nd</sup> paragraph Describe what you mean by Access Management- is this onboarding and offboarding?  
**ANSWER:** See answer to question 55.
61. **QUESTION:** (reference) Page 11, 2.1, 1<sup>st</sup> paragraph Confirm you have ten employees that will be working tickets on a full time basis  
**ANSWER:** See answer to question 76



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62. **QUESTION:** (reference) Page 11, 2.2, 3<sup>rd</sup> paragraph You state you have 300 employees accessing City Technology Resources. How many of these people have the need to update tickets in the system??  
**ANSWER:** All employees can be expected to submit tickets, and therefore, interact with the ticketing process.
63. **QUESTION:** (reference) Page 11, 2.2, 3<sup>rd</sup> paragraph You state you have 270 users of the City's network. How many of these people have the need to update tickets in the system?  
**ANSWER:** All employees can be expected to submit tickets, and therefore, interact with the ticketing process.
64. **QUESTION:** (reference) Page 12, 1<sup>st</sup> table Do we need to integrate with all the applications noted on page 12 of the RFP and are they needed from the go live date after implementation is completed?  
**ANSWER:** The list of business applications is for reference only as these will be the applications that could have incidents reported and services requested for them by customers. Other than network monitoring and email, no integrations are expected with the remaining business applications. Responders are expected to indicate how specific integrations with other tools (as identified in the RFP) can be completed successfully using the proposed solution.
65. **QUESTION:** (reference) Page 22, not certain what number it pertains to. On the incident use case, please explain the link between spreadsheet and report an incident  
**ANSWER:** This is the ability to create Incident tickets via a spreadsheet import.
66. **QUESTION:** (reference) Page 24, #16 What reporting tools do you use outside of the ITSM tool?  
**ANSWER:** We do not currently have a reporting tool. This is a future capability. The requirement has been included to understand the options your solution offers as to reporting tool interfaces.
67. **QUESTION:** (reference) Page 24, #21 What is the future enterprise architecture tool?  
**ANSWER:** The City does not currently have an Enterprise Architecture tool. This is a future capability. The requirement has been included to understand the options your solution offers as to integrating with such a tool.
68. **QUESTION:** (reference) Page 9 Section 1.8 – Apart from IS department, will there be any other departments leveraging the ITSM tool? If yes, do they need to set-up as an independent functional entities (Tenant)? Will these functional entities have their own resolvers/Analyst?  
**ANSWER:** See answer to question 33
69. **QUESTION:** (reference) Page 12 Section 2.3 table 3.1 major application – Is the source of incidents, problems, changes and service request originate from the applications? If yes, what is the mode of reporting such tickets into the ITSM tool? Are services being offered for the given major applications?  
**ANSWER:** Users will be reporting incidents, IS will be working tickets, problems, and changes, and metrics may be published related to these applications. Also see answer to question 64.
70. **QUESTION:** (reference) Page 30, Being a privately held company, it is against company policy to share financial information. If we are unable to share financial information, will this disqualify us from this project?  
**ANSWER:** If you become a semi-finalist this information will be required. Please reference 3.10 of the RFP.
71. **QUESTION:** Can you please clarify the approximate number of staff users that will need to work in the selected ITSM system.  
**ANSWER:** See answer to question 76
72. **QUESTION:** Can you please clarify the approximate number of employees (end users) that will be submitting requests and tickets into the system.  
**ANSWER:** See answer to question 76
73. **QUESTION:** Can you please clarify the approximate number of break / fix tickets that are submitted annually.



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**ANSWER:** We currently do not have an accurate count.

74. **QUESTION:** Can you please clarify the approximate number of service request tickets (if they are segregated from break / fix) that are submitted annually.

**ANSWER:** We currently do not have an accurate count.

75. **QUESTION:** We would like to request the follow attachments in PDF or a workable version so that we can complete as instructed.

- a. 6.1: Attachment 1 – Please send PDF of just this Attachment
- b. 6.2: Attachment 2 – Please send word or workable version of Attachment 2
- c. 6.3 Attachment 3 - Please send word or workable version of Attachment 2
- d. 6.4 Attachment 4 - Please send PDF of just this Attachment
- e. 6.5 Attachment 5 - Please send PDF of just this Attachment

**ANSWER:** Attachments 1 and 2 and 6 are required with your submittal. These can be extracted from the RFP file provided. (Attachments 3 ,4 and 5 are for reference only).

76. **QUESTION:** User counts as assistance to responders when proposing the number of licenses required.

**ANSWER:**

|   |            |
|---|------------|
| ITSM tool administrators  | ~2         |
| Information System agents who will respond to incidents and requests<br>(representing the four areas of the IS department: application support, GIS, records management, and desktop/network support) | 10 (+/- 2) |
| Information System agents anticipated to use the tool continuously throughout the day   | ~4         |
| Information System agents who will work problems and changes<br>(representing the four areas of the IS department: application support, GIS, records management, and desktop/network support)         | 5 (+/- 2)  |
| End users who will submit incident and request tickets and update tickets as necessary  | ~300       |
| End users who will require access to a self-service portal and the knowledge base   | ~300       |
| Management who will view metrics  | ~50        |
| Management who will view ticket details for their area of supervision   | ~50        |
| Workflow approvers  | ~50        |
| <b>FUTURE POTENTIAL:</b> Number of other departments anticipated to use tool  | 2 or 3     |
| <b>FUTURE POTENTIAL:</b> Number of total additional agents from other departments   | ~15        |